



Huntington
Hospital

**Huntington Hospital
Community Benefits Plan
Fiscal Year 2016**

For Submittal by May 31, 2017 to:
Office of Statewide Health Planning and Development
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Preface

In accordance with Senate Bill 697, Community Benefits Legislation, Huntington Hospital, a private not-for-profit hospital, submits this Community Benefits Plan for Fiscal Year 2016.^a Senate Bill 697 requires a not-for profit hospital in California to complete the following activities:

- Review and reaffirm its mission statement to ensure that its policies integrate and reflect the public interest in meeting its responsibilities as a not-for-profit organization
- Complete and update a needs assessment every three years, evaluating the health needs of the community served by the hospital
- Adopt and file a community benefits plan annually, documenting activities that the hospital has undertaken to address community health needs within its mission and financial capacity; and to the extent practicable, assign and report the economic value of community benefits provided in furtherance of its plan

^a Huntington Hospital fiscal year is from January 1 to December 31.

Introduction to Huntington Hospital

Huntington Hospital is a 625-bed, not-for-profit community hospital located in Pasadena, California. Founded in 1892, Huntington Hospital is committed to providing excellent patient care delivered with compassion and respect. The hospital offers a full complement of acute medical care and community services, ranging from general medicine to the foremost specialized programs in cardiovascular services, oncology, and the neurosciences. The hospital has the only trauma center in the region. In addition, Huntington offers women's and children's services, state-of-the art orthopedic surgery, in- and outpatient psychiatric services, Huntington Hospital Senior Care Network, and Huntington Ambulatory Care Center. Through a partnership between Huntington Hospital and Shriners Hospitals for Children – Southern California, inpatient surgical and medical services for pediatric patients are available at Huntington Hospital.

As a teaching facility affiliated with the Keck School of Medicine of USC, Huntington supported 25 internal medicine and 16 general surgery residents in 2016. More than one-third of Huntington's residents remain in the area to practice, providing a seamless transition through generations of care.

Recently, Huntington Hospital received numerous awards, recognitions, and certifications:

- Full hospital-wide accreditation from The Joint Commission for achieving national standards for health care quality and safety
- Gold Seal of Approval™ from The Joint Commission for stroke care
- Gold Seal of Approval™ from The Joint Commission for total knee and hip replacement program
- Designated as a Primary Stroke Center from The Joint Commission, one of the first hospitals in Los Angeles County to earn this designation
- Named to Target: Stroke Honor Roll Elite by the American Heart Association/American Stroke Association and also received the American Stroke Association's Get With the Guidelines – Stroke Gold Plus Performance Achievement Award in recognition of the hospital's high quality, best practice stroke care
- Designation as a STEMI (ST Segment Elevation Myocardial Infarction) Receiving Center where emergency medical service personnel give patients having possible myocardial infarctions a

12-lead EKG in the field and a hospital team is ready when a patient arrives in the Emergency Department

- Magnet® designation by American Nurses Credentialing Center. Magnet® designation represents the highest level of national recognition to health care organizations that demonstrate sustained excellence in nursing care in a healthy, collaborative, and professional work environment. Only six percent of all acute care health care organizations have obtained this prestigious recognition.
- Maximum five-year accreditation from the Accreditation Council for Graduate Medical Education
- Huntington Hospital Trauma Center has been verified as a Level II trauma center by the Verification Review Committee (VRC), an ad hoc committee of the Committee on Trauma (COT) of the American College of Surgeons (ACS)
- Huntington Hospital received Leapfrog Safety Grade “A” for 2016-2017, one of 844 hospitals
- Recognized by *U.S. News and World Report* for Best Hospital Rankings 2016-2017, #9 Hospital in California, #4 Hospital in Los Angeles Metro Area, named on Honor Roll/National Ranking in seven categories nationally and regionally, and recognized as High-Performing in 13 specialties
- Huntington Hospital received Healthgrades® 2017 America's 50 Best Hospitals Award,TMa distinction that makes Huntington Hospital one of the Top 1% of more than 4,500 hospitals nationwide for its consistent, year-over year superior clinical performance
- Huntington Hospital achieved Healthgrades® 2017 Distinguished Hospital Award for Clinical Excellence,TM an honor that indicates the hospital performs in the Top 5% nationally for overall clinical excellence
- Huntington Hospital recognized by Healthgrades® as Top 5% in Nation for Pulmonary Care
- Huntington Hospital recognized by Healthgrades® with 5-Star rating for prostate removal surgery, one of only six hospitals in Los Angeles County to receive this rating
- The Cheers Award – bestowed by the Institute for Safe Medication Practices – honors organizations that have set a “superlative standard of excellence” in the prevention of medication errors
- Huntington Hospital's Cancer Center received Accreditation with Commendation from the American College of Surgeons' Commission on Cancer

- Huntington Hospital's Cancer Center was presented with the 2014 Outstanding Achievement Award by the American College of Surgeons' Commission on Cancer
- Huntington-Hill Breast Center received Accreditation by the American College of Surgeons' National Accreditation Program for Breast Centers – one of only three hospitals in Los Angeles County to have achieved this honor
- The Breast Imaging Center is designated a Center of Excellence by the American College of Radiology
- The American College of Radiology Commission on Quality and Safety has accredited Huntington Hospital's Toshiba Aquilion One 320 for computer tomography and Toshiba 2005 Vantage for magnetic resonance imaging services
- Huntington Hospital awarded the Baby-Friendly designation from Baby-Friendly USA, a credentialing program for hospitals that is part of an international initiative led by the World Health Organization (WHO) and the United Nations Children Fund (UNICEF). The accreditation highlights the hospital's commitment to ensuring that all mothers and their newborns receive the support needed to achieve breastfeeding success.
- Huntington Hospital was accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- Centers of Distinction for bariatric surgery, spinal surgery, knee and hip replacement, and cardiac care by the Blue Cross Blue Shield Association
- Huntington Hospital became a participant of the American Joint Replacement Registry (AJRR), a central registry for data on total hip and knee arthroplasties at the hospital and other participating sites throughout the country
- Outstanding Leadership Award from the U.S. Department of Health and Human Services for eliminating ventilator-associated pneumonia – one of only 37 hospitals nationwide to be recognized
- Lab Accreditation Board of ABRET granted the hospital accreditation for our Neurophysiology Intraoperative Monitoring Laboratories

Huntington Hospital also offers continuing education and learning for the public, employees, medical staff, and other health care professionals, through the availability of health science and community libraries. With social media transforming the way that people communicate, Huntington

Hospital has extended its reach into the web community using familiar sites like Facebook, Instagram, Twitter, and YouTube.

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Section 1: Executive Summary

Mission Statement

At Huntington Hospital, our mission is to provide excellent health care and compassionate service to each person by bringing together outstanding physicians, caring nurses, professional staff and advanced technologies. Our vision, mission, and core values guide our organization's commitment to serving our community.

Definition of Community

Huntington Hospital's service area is defined as Greater Pasadena, which comprises the following ZIP codes: 91001, 91030, 91101, 91103, 91104, 91105, 91106, 91107, and 91108.

2013 Community Health Needs Assessment (CHNA)

The 2013 Community Health Needs Assessment methodology included a comprehensive review of secondary data combined with feedback from over fifty community partners.

Secondary Data Analysis

Secondary data was analyzed through <http://www.HealthyPasadena.org>, which includes a comprehensive dashboard of over 100 community health and quality of life indicators covering over twenty topic areas. Seventeen indicators (out of 47) at the Greater Pasadena geography and 19 indicators (out of 33) at the Service Planning Area 3 geography were identified as top community need indicators. Indicators were grouped and examined by topic area.

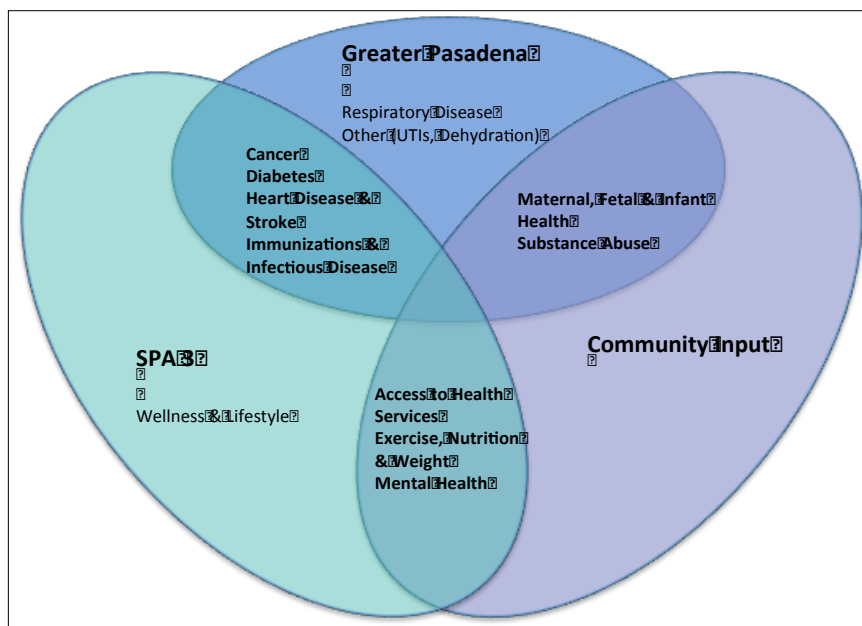
Community Input

Huntington Hospital worked with the City of Pasadena Public Health Department during their Community Health Improvement Plan (CHIP) process to obtain feedback from over fifty community partners familiar with the needs of uninsured, low-income, marginalized, and other high needs groups in the community.

Significant Community Needs Identified

To identify the significant community needs, the results of the secondary data analysis were combined with the results of the community input and grouped by topic area. Nine common areas of significant community needs emerged (shown in bold print in the diagram on the next page):

- Cancer
- Diabetes
- Heart Disease and Stroke
- Immunizations and Infectious Disease
- Access to Health Services
- Exercise, Nutrition and Weight
- Mental Health
- Maternal, Fetal and Infant Health
- Substance Abuse



Prioritization Process

Huntington Hospital established a working group with specific community and clinical knowledge to prioritize the significant community needs based on criteria important to the Hospital, including:

- Alignment with Huntington Hospital strengths, mission, and resources
- Opportunity for partnership
- Solution impacts multiple problems
- Feasibility-effective methods are available

Results from the prioritization session were discussed with the Hospital's Executive Management Team, which determined that Huntington Hospital's prioritized needs are:

- Cancer, with a focus on breast cancer and screening
- Immunization, with a focus on vaccination

Some of the other significant community needs that were identified in the community health needs assessment will be partially addressed by Huntington Hospital through various continual efforts and initiatives, though they will not be subject to the same standard of monitoring and evaluation that will be dedicated to Huntington Hospital's two prioritized health needs. These include the following:

- Access to health care services
- Diabetes
- Heart disease and stroke
- Maternal, fetal and infant health
- Mental health and substance abuse

Measurable Objectives Addressed in Community Benefits Plan

In Fiscal Year 2016, Huntington Hospital pursued the following objectives, in response to the priority needs of cancer, with a focus on breast cancer and screening; and immunization, with a focus on immunization:

1. By year-end 2016, Huntington Hospital and partners will increase mammography screenings by 10% for Huntington Hospital and the three partner agencies.
2. By year-end 2016, Huntington Hospital will develop and deploy an education and outreach campaign to increase awareness of the importance of early detection.
3. By year-end 2016, Huntington Hospital and partners will increase flu vaccination by 15% for the Hospital and the three partner agencies.
4. By year-end 2016, Huntington Hospital will develop and deploy an education and outreach campaign to increase awareness of the importance of vaccination.

Community Benefits Plan Activities

In Fiscal Year 2016, some of the activities Huntington Hospital conducted in support of the above objectives included the following: providing screening mammograms, conducting educational classes and distributing materials to address the importance of screening mammography, providing flu vaccinations, conducting educational classes and distributing educational materials about the importance of annual flu shots. Huntington Hospital also conducted programs and services in response to the other significant needs, including: offering an Ambulatory Care Center (HACC) to serve under-insured and uninsured persons, providing dedicated, multi-session community health education and support programs for numerous health conditions and age groups; providing health information – in multiple formats – for professionals, service agencies, and the general public, offering specialized programs to address elderly and disabled care and independence, and collaborating with educational institutions to provide graduate medical education programs for general surgery and internal medicine residents, pharmacy residents, nursing students and other health care professionals.

In addition, Huntington Hospital continued to provide charity care for patients without the ability to pay for necessary treatment, absorbed the unpaid costs of care for patients with Medi-Cal and Medicare, and operated other medical programs in support of the community, such as an

emergency and trauma center, neonatal nursery, high-risk perinatal program, and palliative care program.

Economic Value of Community Benefits Provided

The economic value of community benefits provided by Huntington Hospital in Fiscal Year 2016 is estimated at **\$108,569,972** (economic value includes Medicare Program Shortfall of \$41,021,200).

Section 2: Our Mission, Vision, Core Values and Commitment

Huntington Hospital's Mission, Vision, Core Values and Our Commitment to You follow. These guide our organization in serving our community.

Mission Statement

To provide excellent health care and compassionate service to each person by bringing together outstanding physicians, caring nurses, professional staff and advanced technologies.

Vision Statement

To be the leader in creating community well-being through world-class health care delivered with kindness and dignity.

Core Values

Respect • Integrity • Stewardship • Excellence • Collaboration

Our Commitment to You

Thank you for allowing us to care for you. We take every step to exceed your expectation, and we encourage you to play an active role in your care. As part of our commitment to you, we will:

- Treat you with courtesy and respect.
- Listen carefully.
- Explain things in ways you understand.
- Address your needs.
- Answer your questions to keep you informed.
- Respond to your concerns.
- Provide a safe and clean environment.
- Include you and your family in your care.
- Be sensitive to your cultural needs.
- Work together as a team to care for you.

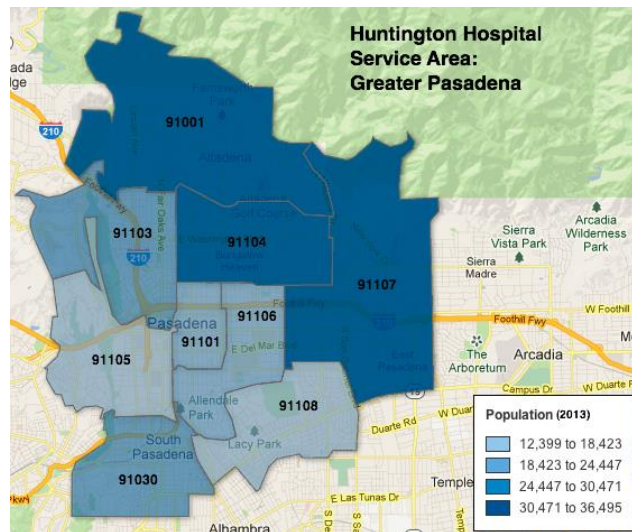
Approved by Board of Directors, 2016

Section 3: 2013 Community Health Needs Assessment Summary

Huntington Hospital's 2013 Community Health Needs Assessment and Implementation Strategy are available on the Healthy Pasadena website at <http://www.healthypasadena.org>

Service Area: Greater Pasadena

Huntington Hospital's service area is defined as Greater Pasadena, which comprises the following ZIP codes: 91001, 91030, 91101, 91103, 91104, 91105, 91106, 91107, and 91108. Greater Pasadena is the primary unit of analysis for this assessment.



To provide a comprehensive assessment of needs in Greater Pasadena, information for the surrounding geographical boundary of public health Service Planning Area 3 (SPA 3) - San Gabriel is used to support findings throughout this report.

Demographics

Compared to Los Angeles County, Greater Pasadena has a smaller proportion of youth (less than 18 years of age) and a higher proportion of seniors (age 65 years and older), higher household incomes and higher education attainment, and a lower poverty rate. The majority of Pasadena's residents is white and non-Hispanic/Latino, and speaks only English at home. Within Pasadena, ZIP codes 91101, 91103, and 91104 have the highest proportion of people living below the poverty level and having less than a high school education.

Identifying Significant Community Needs: Methodology

Secondary Data Analysis

The secondary data was analyzed through <http://www.HealthyPasadena.org>, which includes a comprehensive dashboard of over 100 community health and quality of life indicators covering over 20 topic areas. Seventeen indicators (out of 47) at the Greater Pasadena geography and 19 indicators (out of 33) at the Service Planning Area 3 geography were identified as top community need indicators. Indicators were grouped and examined by topic area.

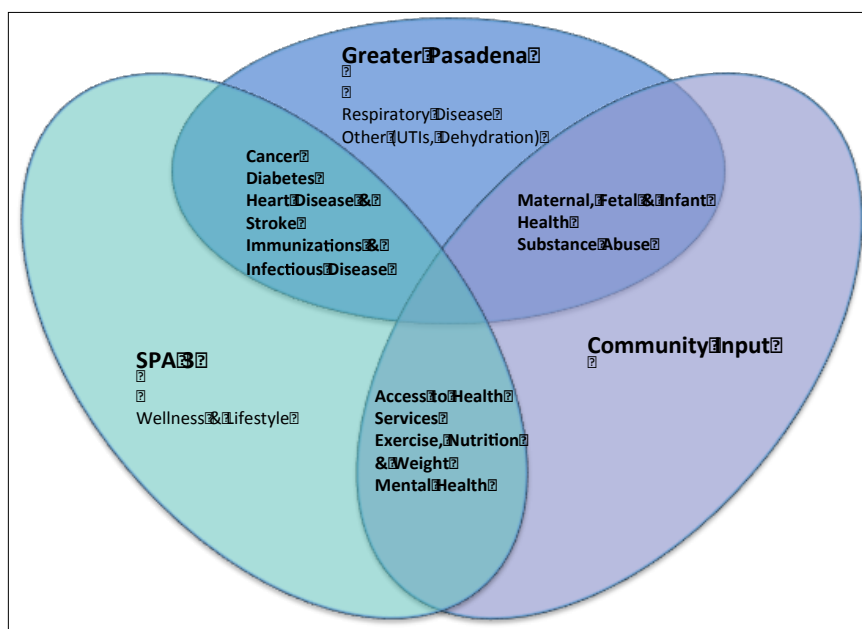
Community Input

Huntington Hospital worked with the City of Pasadena Public Health Department during their Community Health Improvement Plan (CHIP) process to obtain feedback from over 50 community partners familiar with the needs of uninsured, low-income, marginalized, and other high needs groups in the community.

Significant Community Needs Identified

To identify the significant community needs, the results of the secondary data analysis were combined with the results of the community input and grouped by topic area. Nine common areas of significant community needs emerged (shown in bold print in the diagram on the right):

- Cancer
- Diabetes
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- Mental Health
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- Substance Abuse



Prioritization Process

Huntington Hospital established a working group with specific community and clinical knowledge to prioritize the significant community needs based on criteria important to the Hospital, including:

- Alignment with Huntington Hospital strengths, mission, and resources
- Opportunity for partnership
- Solution impacts multiple problems
- Feasibility-effective methods are available

Results from the prioritization session were discussed with the Hospital's Executive Management Team, which determined that Huntington Hospital's prioritized needs are:

- Cancer, with a focus on breast cancer and early detection
- Immunization, with a focus on vaccination

Huntington Hospital's Implementation Strategy

In order to maximize the positive impact on community health, Huntington Hospital has chosen to concentrate efforts into two focused areas of significant community need rather than diffusing resources into multiple areas. The Hospital Executive Management Team felt that it had stronger expertise to address cancer, with a focus on breast cancer and screening, and immunization, with a focus on vaccination.

Huntington Hospital is dedicated to promoting best practices and will be investing time and resources to research successful, evidence-based programs to inform their three-year strategies.

Cancer, with a focus on breast cancer and screening

Over the next three years, Huntington Hospital will focus on improving screening rates through a combined evidence-based strategy of *increasing access* and *education*.

Increasing Access

- By year-end 2014, Huntington Hospital will develop a plan in partnership with at least four community agencies/partners to increase access to mammograms.
- By year-end 2016, Huntington Hospital and partners will increase mammography screenings by 10% for Huntington Hospital and the four partner agencies.

Education

- By year-end 2014, Huntington Hospital will inventory current community resources for education about breast cancer screening and investigate best practices.
- By year-end 2016, Huntington Hospital will develop and deploy an education and outreach campaign to increase awareness of the importance of early detection.

Immunization, with a focus on vaccination

Over the next three years, Huntington Hospital will focus on improving the vaccination rate through a combined evidence-based strategy of *increasing access* and *education*.

Increasing Access

- By year-end 2014, Huntington Hospital will develop a plan in partnership with at least four community agencies/partners to increase influenza vaccinations among adults age 65 and older.
- By year-end 2016, Huntington Hospital and partners will increase flu vaccination by 15% for the Hospital and the four partner agencies.

Education

- By year-end 2014, Huntington Hospital will inventory current community resources for education about flu vaccination and investigate best practices.
- By year-end 2016, Huntington Hospital will develop and deploy an education and outreach campaign to increase awareness of the importance of vaccination.

Section 4: Community Benefits Planning Process and Objectives

In compliance with Senate Bill 697, Huntington Hospital prepared this community benefits plan based on its 2013 Community Health Needs Assessment and in consideration of the Hospital's strengths, mission and resources, opportunities for partnership, solutions impact multiple community health needs, and effective methods are available.

A Manager of Community Outreach and Community Benefit participates in the planning and development of organizational community initiatives, represents Huntington Hospital in promoting the total health of the community through partnerships and collaborative efforts with local community organizations and individuals to improve quality of life and achieve Healthy People 2020 objectives, collects data that captures hospital-wide community benefits activities, and, in collaboration with the hospital's Manager of Strategic Financial Analysis, ensures compliance with regulatory requirements pertaining to not-for-profit hospitals.

In Fiscal Year 2016, Huntington Hospital again supplemented its annual community benefits reporting process with the use of Lyon Software's CBISA Plus™ (Community Benefit Inventory for Social Accountability) software. The software uses key modules – needs, goals, partnerships, programs and statistics, indicators, narratives and outcomes – to capture quantitative and qualitative information for the hospital's fiscal year. Community benefit activity/program information was entered for many hospital departments, including: Administration, Ambulatory/Physician Information Systems, Blood Donor Center, Breast Cancer, Cancer Center, Care Coordination, Clinical Laboratory, Clinical Reimbursement, Community Outreach, Dietary, Emergency Department/Trauma Services, Employer Relations, Health Sciences Library, Huntington Ambulatory Care Center (HACC), Huntington Collection, Integrative Oncology, Labor and Delivery, Medical Post-Graduate Education, NICU, Neurosciences, Non-Invasive Cardiology, Occupational Therapy, Outpatient Rehabilitation, Parking, Patient Experience, Pediatrics, Pharmacy, Philanthropy, Physical Therapy, Public Relations, Radiology, Respiratory Care Services, Senior Care Network, Social Work Services, Speech-Language Pathology, Telecommunications, Volunteer Services, and Workforce Development. To accurately report the economic value of community benefits, Finance reported information on the unreimbursed costs of many programs and services, including charity care, shortfalls in government-sponsored programs, and other

programs operated by the Department of Community Outreach, Senior Care Network, Huntington Ambulatory Care Center, Graduate Medical Education (GME), Health Sciences Library, Clinical Research, Palliative Care, and Perinatal Education.

During Fiscal Year 2014, Huntington Hospital successfully completed objectives related to cancer, with a focus on breast cancer and screening and immunization, with a focus on vaccination. Both of these objectives involved partnerships with community agencies to develop plans to increase access to mammograms and/or influenza vaccines among adults age 65 years and older and to inventory current community resources and investigate best practices. Huntington Hospital continues its focus on these two areas and pursued the following objectives during Fiscal Year 2016:

1. By year-end 2016, Huntington Hospital and partners will increase mammography screenings by 10% for Huntington Hospital and the three partner agencies.
2. By year-end 2016, Huntington Hospital will develop and deploy an education and outreach campaign to increase awareness of the importance of early detection.
3. By year-end 2016, Huntington Hospital and partners will increase flu vaccination by 15% for the Hospital and the three partner agencies.
4. By year-end 2016, Huntington Hospital will develop and deploy an education and outreach campaign to increase awareness of the importance of vaccination.

On an annual basis, Huntington Hospital will monitor and report measures of plan progress. In addition, on an ongoing basis, staff at Huntington Hospital reports information to a Community Benefits Committee, comprised of representatives from approximately twenty health and social service organizations and interested citizens. See **Section 5: Community Benefits Plan Update** for a description of programs and services offered in support of each of these objectives.

Section 5: Community Benefits Plan Update

This section includes a description of programs and services provided by Huntington Hospital and key measurements of outcomes accomplished in Fiscal Year 2016. Programs and services are organized in response to the significant health needs identified in the 2013 Community Health Needs Assessment. See **Appendix A** for a listing of the hospital's collaborations among organizations, service agencies, government and private providers in the San Gabriel Valley.

Cancer, with a focus on Breast Cancer and Screening

Screening mammography is the best tool currently available to detect breast cancer in its earliest stages, when treatment is more likely to be efficacious. The American Cancer Society recommends that all women perform routine breast self-examination and women age 40 and older should have a mammogram every year and continue to do so every year they are in good health. By raising awareness that screening mammograms have the potential to save lives, we hope to reduce the death rate attributable to breast cancer in the community.

In Fiscal Year 2016, Huntington Hospital and its community partners continued to reach out to women age 40 and over about breast cancer and the benefits of mammography, using a multi-pronged strategy including:

- Huntington Hospital Community Outreach nurses distributed a recently developed informational card that presents a brief, impactful and informative message empowering women to be screened for breast cancer; the card also identified names and contact information for Pasadena providers where women can see a physician, discuss options, and receive appropriate referral
- Offered a class – “An Ounce of Prevention” – which addresses various cancer screenings recommended for adults
- Community outreach nurses worked closely with partnering organizations to offer – in English and Spanish – health education (on women's health issues, including breast health and cancer prevention), counseling, referral, and problem-solving assistance
- Community outreach nurses established health counseling and screening sites at three Pasadena Unified School District schools (i.e., Cleveland Elementary School, Jackson

Elementary School and Eliot Middle School) in order to reach women as they drop their children off at schools

- Huntington Hospital Jim and Eleanor Randall Breast Center physicians and nurse navigators conducted community outreach and education events throughout the year, such as a breast health panel discussion and Pink Ribbon Conference
- Preparation of a quarterly e-newsletter titled *Huntington for Her: A Focus on Breast Health*, providing information, recommendations, illustrations, and videos such as breast self-examination demonstration
- To raise funds to support free mammograms, Huntington Hospital partnered with the Pasadena Fire Department and California Pizza Kitchen during Breast Cancer Awareness Month

In Fiscal Year 2016, Huntington Hospital and its community partners continued to refer women age 40 and over for mammograms. ChapCare patients received services through a mobile imaging provider at its clinic sites or at Huntington-Hill Imaging Center, Planned Parenthood of Pasadena patients received services at White Memorial Medical Center, Huntington Ambulatory Care Center (HACC) referred to Huntington-Hill Imaging Center. To assist women who are unable to pay, Huntington-Hill offered a reduced rate and the hospital provides funds made available by hospital donors. In Fiscal Year 2016, a total of 27,866 screening mammograms to women age 40 and over were reported, including 26,739 screening mammograms at Huntington-Hill Breast Center; 987 screening mammograms to ChapCare clients, and 140 screening mammograms to women age 40 and over referred by Planned Parenthood of Pasadena (performed at White Memorial Medical Center).

At the Constance G. Zahorik Appearance Center at Huntington Hospital, a licensed cosmetologist helped clients manage the cosmetic side effects of cancer treatment, including the use of wigs, makeup, scarves and hats, and sun protective clothing; referrals for breast prosthesis and bra fittings were also provided. In Fiscal Year 2016, 380 patients were served at the Appearance Center.

Integrating complementary therapies with current standard breast cancer treatments, Huntington Hospital's Integrative Oncology program offered massage therapy, acupuncture, and hypnotherapy to reduce symptoms such as hot flashes, fatigue, insomnia, joint pains and feelings

of stress, depression and anxiety. In Fiscal Year 2016, 1,641 persons participated in massage, acupuncture and meditation services of the Integrative Oncology program.

To enhance the care of oncology patients, Huntington Hospital's nurse navigators helped coordinate the many aspects of care for patients, provided information for patients and their families, and helped patients navigate the often complex system, from appointment scheduling to insurance coverage, to complementary therapies. In Fiscal Year 2016, nurse navigators served 1,529 patients with cancer diagnoses (including 985 patients with breast cancer, 176 patients with prostate cancer, 141 patients with colorectal cancer, 116 patients with thoracic cancer, 59 patients with head/neck cancer, and 53 patients with gynecologic cancer.).

On an ongoing basis throughout the year, Huntington Hospital Cancer Center offered numerous community events, with partners such as American Cancer Society, Herald Cancer Association, Pasadena Unified School District, Pasadena Fire Department, Altadena Guild, and Huntington Senior Care Network. In addition, regular monthly education/support groups were offered in Fiscal Year 2016, including: Eating Well through Cancer Therapy, Therapeutic Yoga, Pink Ribbon Exercise with Music, Learning to Thrive After Cancer, and support groups for Transitions: Grief and Loss, lung cancer, breast cancer, prostate cancer, lymphedema, and ostomy. In September 2016, the hospital hosted its first Cantonese speaking Chinese Cancer support group, helping patients and their families cope with their diseases. On an ongoing basis, the group will meet on the first Thursday of each month.

Immunization, with a Focus on Vaccination

The best way to prevent the flu is with an influenza vaccination. According to the Centers for Disease Control and Prevention (CDC), individuals 65 years and older are at a greater risk of serious complications from the flu compared to young, healthy adults. The CDC recommends that everyone six months of age and older be vaccinated annually as vaccine becomes available in the community. Education is an essential component in persuading people to get vaccinated. Receiving this information from a trusted health care provider is often key to positively influencing reluctant individuals to obtain annual vaccinations.

In anticipation of the 2016 flu season, Huntington Hospital and its community partners conducted the following activities to boost immunizations against influenza:

- During encounters at various health counseling and screening clinics throughout Pasadena and South Pasadena, Community Outreach nurses encouraged clients to be vaccinated by providing information about the risk associated with influenza and addressing fears and myths related to vaccination
- Offered a class – “An Ounce of Prevention” – about vaccinations and screenings at various community sites where older adults gather
- Distributed printed informational materials in the community, such as *Get the Flu Shot, Not the Flu* (produced by Huntington Hospital), *No More Excuses: You Need a Flu Vaccine* (produced by the CDC), and *Influenza Vaccine – What You Need to Know* (produced by the CDC)
- Huntington Care Network Accountable Care Organization (ACO) physicians educated patients about the risk of contracting the flu, recommended and offered vaccines to their patients
- Used telephonic and postal notices to remind ChapCare patients to obtain their annual flu shots
- Recorded public service announcements encouraging people to be vaccinated

In Fiscal Year 2016, Huntington Hospital and its community partners administered a total of 9,259 flu shots. Registered nurses from Huntington Hospital administered 2,053 free flu shots (613 or 30 percent administered to adults 65 years and older) on 27 different occasions during the three-month period from October to December. Nurses conducted flu shot clinics at a variety of locations, including: senior centers, area churches, service agencies and centers in the community, Huntington Ambulatory Care Center, hospital cafeteria, public libraries, public schools, community

centers, community events, and farmer's markets. In Fiscal Year 2016, Huntington Care Network ACO, with a large percentage of Medicare-eligible patients, administered 4,491 (4351 or 97 percent administered to adults 65 years and older), 2,238 ChapCare patients received flu vaccinations (166 or 7 percent administered to adults 65 years and older), and), public health nurses from Pasadena Public Health Department administered 477 free flu shots (123 or 26 percent administered to adults 65 years and older) at six community sites. To maximize the vaccine supply and avoid duplication of efforts, registered nurses from Huntington Hospital Community Outreach worked closely with Pasadena Public Health Department by coordinating efforts and assisting in administration of flu vaccines at the Health Department's scheduled flu clinic locations. Many older adults who are Medicare beneficiaries receive annual flu shots during visits to their health care providers or at retail clinics and pharmacies in the community.

Programs and Services in Response to Other Significant Health Needs

Access to Health Services

Huntington Hospital offered numerous programs and services to improve and support access to health care services, including:

- Huntington Ambulatory Care Clinic provided primary and specialty care for uninsured and underinsured residents, providing 4,520 visits in Fiscal Year 2016
- Huntington Hospital's Emergency and Trauma Center is the sole provider of emergency services in Pasadena, providing 73,600 visits (including 1,300 trauma visits) in Fiscal Year 2016
- Huntington Hospital continued to support Pasadena Community Urgent Care – a collaboration among Huntington Hospital, the City of Pasadena, Huntington Health Physicians, and ChapCare – through numerous outreach and marketing efforts
- Covered Pasadena, an effort spearheaded by Huntington Hospital, involving key safety net providers – Young and Healthy, ChapCare, and Pasadena Public Health Department – working together to assist residents in Pasadena and Altadena with enrollment in health insurance
- To assist local employers with keeping their workforce healthy, Huntington Hospital offered an onsite employee wellness program featuring health screenings and assessments, development of customized programs based on assessments, educational sessions taught by physicians and other health care professionals, and maintenance of onsite information kiosks
- In partnership with area hospitals, clinics and other health care organizations, the City of Pasadena, fire and law enforcement agencies, County Emergency Medical Services, and utility companies, a Huntington Hospital team attended ongoing monthly meetings to improve disaster preparedness in the community and provides ongoing education on personal preparedness to hospital staff
- Service providers and the public accessed the hospital-sponsored Healthy Pasadena website for data and information about community health status (includes health, economy, education,

environment, government and politics, public safety, social environment, and transportation), tools and resources, community, priorities, and promising practices

- Community members accessed the hospital's website for pertinent health information and news, patient and visitor information, a physician directory (with selection criteria including specialty, gender, location, insurance accepted and language spoken), and a calendar of events
- Community members telephoned a dedicated number for a free physician referral service (4,045 callers served in Fiscal Year 2016) or visit the Hospital's website for a free physician referral
- To facilitate communication between hospital caregivers and patients, the Department of Patient Experience at Huntington Hospital offered three specialty services for interpretation in 36 languages and sign language: Video Language Interpretation (4,165 video calls in Fiscal Year 2016), Language Line (1,407 total calls and 18,238 total minutes), and Sign Language Interpretation (3 persons served)
- The continued availability of Health eConnect offered consumer education and patient involvement in their health care, a vehicle for improving quality and safety of patient care by reducing medical and medication errors, and provided caregivers with clinical decision support tools for more effective care and treatment

Diabetes, Heart Disease and Stroke

Specialized Hospital Services – Heart and Vascular Center, Stroke Center, and Health Navigation Readmission Program

Huntington Hospital Heart and Vascular Center and Stroke Center offer state-of-the-art medical care to patients. The Heart and Vascular Center is a recognized leader in cardiac care, offering a full spectrum of services, including screening and diagnostic tests, advanced medical and surgical treatments, cardiac rehabilitation, and education programs. Huntington Hospital's Stroke Center offers 24-hour emergent diagnostic and treatment services to patients, a dedicated 12-bed stroke unit, a continuum of care that includes a 24-bed inpatient rehabilitation unit and an outpatient rehabilitation program, and support programs for stroke patients and their families. New programs addressing heart disease and stroke include the addition of a Leapfrog Group-compliant

Intensivist Program and the availability of the CardioMEMS Heart Failure System, a new miniaturized, wireless monitoring sensor that is implanted in patients to manage heart failure.

A Health Navigation Readmission Program continued its focus on improving patient experiences, reducing lengths of stay, and reducing avoidable readmissions. An 8-RN staff of health navigators provided ongoing patient education, helped to communicate discharge plans, and conducted follow-up on high-risk patients after discharge from the hospital. Among the conditions of focus of the program were patients with congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), acute myocardial infarction, and pneumonia. In Fiscal Year 2016, the Health Navigation Readmission Program saw 2,643 unique patients, with over 850 patient contacts a month. In 2016, the CHF readmission rate was reduced to 15.2 percent and the COPD readmission rate was reduced to 16.1 percent.

In addition, regular meetings were held for Stroke Survivor Support Group (served 100 persons), Post-Stroke Speech Group (served 332 persons), and Senior Exercise (served 630 persons).

Community Outreach Department – Health Screenings, Counseling, and Health Education Classes

To empower members of the community to enjoy the healthiest lifestyles possible, registered nurses from the Community Outreach Department conducted free two-hour health screenings and counseling at 14 different screening clinics on alternating days each month, screening 1,862 persons. These screening clinic locations included: Pasadena Senior Center, Altadena Senior Center, South Pasadena Senior Center, Jackie Robinson Community Center, Villa Parke Community Center, Villa Parke Farmer's Market, Foothill Unity Center, Pasadena Central Library, Hastings Branch Library, Cleveland Elementary School, Jackson Elementary School, Eliot Middle School, Friends In Deed, and Pacific Clinics.

Throughout the year, registered nurses from the Community Outreach Department attended community health fairs and events, providing a variety of services including blood glucose screenings, blood pressure screenings, Body Mass Index (BMI) measurements, and information on a variety of health-related topics as well as enrollment in health insurance options. In Fiscal Year 2016, 560 persons were screened and counseled at 15 health fairs. Community Outreach nurses offered 51 classes, such as Ageless Benefits of Exercise, Diabetes, Emotional Health, Stress

Management, Preventing Falls One Step at a Time, Food and Addiction, Pain, Medication Education, Healthy Heart 101, Hypertension: The Silent Killer, and Brain Attack: Principles of Stroke. Health classes were developed in Spanish to address topics such as first aid, vision, Alzheimer's disease basics, and navigating the health care system. In Fiscal Year 2016, 710 persons attended these classes.

To help children, adolescents and adults better understand their asthma needs and decrease emergency room visits, hospitalizations and missing school or work, Huntington Hospital Community Outreach Department continued to offer asthma education and management classes (HHCAP). In Fiscal Year 2016, 246 persons participated in 129 asthma education and management sessions. In addition to these specialized classes, Huntington Hospital offered 31 asthma clinics, where allergists evaluated and treated 212 medically underserved children and adults.

Senior Care Network – Specialized Programs, Support and Resources, Events, and Publications for the Community

Huntington Hospital Senior Care Network (SCN) is a nationally recognized not-for profit program that has helped older adults and adults with disabilities and their families remain healthy and independent since 1984. Care coordination programs – provided by expertly trained Bachelor's and Master's degree social workers and nurses – offer assistance with solving care problems, help connect to resources such as personal care and meals, coordinate service delivery and monitor progress, educate about managing hospital stays and returning home, assist with changes in living arrangements when needed, and serve as a representative for out-of-area families. In Fiscal Year 2016, the Multipurpose Senior Services Program (MSSP) served 479 unduplicated clients, Assisted Living Waiver (ALW) Program served 248 unduplicated clients, and Community Options served 14 unduplicated clients. Support for caregivers included educational and skill-building classes and access to resources such as individual counseling, support groups, and an out-of-area referral network. In Fiscal Year 2016, SCN offered educational programs and support groups, serving by 243 persons.

Huntington Hospital's SCN Resource Center served the community through the following programs and services:

- Offering a free 50+ Health Connection Membership program (9,183 members)

- Responding to 5,001 telephone inquiries
- Providing 42 walk-in consultations
- Assisting 1,334 patients identified by the Resource Center with post-discharge follow-up and as-needed assistance with care transitions
- Offering 22 Noon-Hour lectures on topics such as Medicare, hospitalists, heart care, treatments for stroke, men's health, sleep apnea, diabetes, prevention of falls, and Alzheimer's disease (attended by 938 persons)
- Offering five community presentations on topics such as dementia and caregiving, community resources, assisted versus independent living
- Participating in five health fairs
- Attending at 12 Pasadena Senior Commission meetings and ten End-of-Life Coalition meetings
- Visiting 337 50+ Health Connection members admitted to Huntington Hospital
- Distributing three issues of *50+ Health Connection* newsletter, including information and advice about aging and disease management as well as an events calendar

Maternal, Fetal and Infant Health

Obstetrical services at Huntington Hospital include Labor and Delivery, Postpartum Care, Fetal Surgery, a High-Risk Pregnancy Unit and access to the Neonatal Unity (NICU) and Pediatric Intensive Care Unit (PICU). Staff at Huntington Hospital High Risk Pregnancy Unit is available to assist when pregnancy complications occur.

Huntington Hospital offered childbirth and parenting classes for community members as well as specialized services for parents with an infant in the hospital's NICU. In Fiscal Year 2016, Huntington Hospital offered classes on a variety of topics such as childbirth preparation, infant care, breastfeeding basics, CPR, and Mommy and Me as well as online virtual maternity tours and weekly maternity orientation sessions, including small group tours of Labor and Delivery and Maternity. Under the supervision of a lactation specialist, Huntington Hospital hosted a weekly Breastfeeding Support Group, serving 3,500 persons in Fiscal Year 2016. A child life specialist conducted parent child workshops at local libraries, presenting various health topics for discussion and education (100 persons served in Fiscal Year 2016). On a regular basis, Huntington Hospital hosted events for families of NICU infants, including: Infant CPR Class (held weekly; 75 persons

served), Fetal Surgery Reunion (biannual event for families whose babies had surgery; 750 persons served), NICU Orientation (held weekly; 100 persons served), Parent Connection Coffee Break (biweekly support groups; 300 persons served), Parent Connection Pizza Night (held monthly; 75 persons served), Parent Connection Baby Shower (held quarterly; 75 persons served), and NICU Reunion (annual event; 400 persons served).

Mental Health and Substance Abuse

Huntington Hospital's Della Martin Center is the only not-for-profit inpatient behavioral health unit in the west San Gabriel Valley, offering specialized services including a psychiatric acute treatment program, psychiatric inpatient program, outpatient psychiatric services, and a chemical dependency recovery program. Huntington Hospital's emergency department serves as the area's intake and triage for acute mental health services.

Health Education and Training

In Fiscal Year 2016, Huntington Hospital continued to collaborate in the education and training of general surgery and internal medicine residents, pharmacy interns and residents, other health care professionals such as nurses, technicians, physical and occupational therapists, respiratory therapy practitioners, and social workers. See **Appendix B** for a listing of schools affiliated with Huntington Hospital. Among the highlights in Fiscal Year 2016:

- 25 internal medicine residents completed various aspects of a three-year training program
- 16 general surgery residents completed various aspects of a five-year training program
- 2 pharmacy residents completed various aspects of a one-year postgraduate program
- 10 pharmacy interns
- 704 nursing students
- 31 social work interns (includes 8 Geriatric social work interns)
- 22 respiratory therapy interns
- 15 physical therapy interns
- 14 radiology technology interns
- 6 echocardiography technology interns
- 4 occupational therapy interns
- 2 clinical laboratory scientist interns

- 2 speech pathology interns

Through partnerships with Blair Health Careers Academy and Pasadena Unified School District Center for Independent Study, Medical Arts Program, 45 high school students from these two schools interned at the hospital for various health-related careers. The Health Careers Academy prepares students for advanced careers in the physical and mental health fields through a four-year course of study ending in a 180-hour internship which provides hands-on training in patient skill areas, specialized topics such as medical terminology, knowledge of health care issues and the health care delivery system, and career planning. Huntington Hospital's supervisor attended Advisory Board meetings and educational summits, arranged tours and guests speakers, evaluated senior projects, interviewed, trained and placed students for volunteer work as well as internships, facilitated mentoring of students by health care professionals, and provided review and input on course curriculum. In addition, two students from Blair High School Culinary Arts and Hospitality Academy completed their internship in the hospital's Food Service Kitchen. (Note: The program is a partnership between Pasadena Chamber of Commerce and Civic Association, Volunteer Services, and Food and Nutrition Services.)

Huntington Hospital's Health Sciences Library provided reference, database and internet searching, document delivery and inter-library loans, access to references and point of care from mobile devices, and the assistance of professional librarians for employees, medical staff, patients, and hospital visitors. Huntington Hospital's Community Health Library professional librarians and trained volunteers provided assistance to the community by offering approximately 690 consumer health related books, 70 electronic books and reports, 11 consumer health newsletters and journals, and over 600 online videos for patients and their families and Huntington Hospital staff.

Section 6: Economic Value of Community Benefits

In Fiscal Year 2016, the economic value of community benefits provided by Huntington Hospital is estimated at **\$108,569,972**.

Table 6.1 summarizes the unreimbursed costs of these community benefits according to the framework specifically identified by Senate Bill 697:

- Medical care services
- Other benefits for vulnerable populations
- Other benefits for the broader community
- Health research, education, and training programs

**Table 6.1: Estimated Economic Value of Community Benefits Provided by Huntington Hospital
Fiscal Year 2016**

| Senate Bill 697 Category | Programs and Services Included | Unreimbursed Cost¹ |
|---|--|--------------------------------------|
| Medical Care Services | Medicare Program Shortfall ² | \$41,021,200 |
| | Medi-Cal Program Shortfall ² | \$28,513,600 |
| | Charity Care ³ | \$5,096,442 |
| | Other Direct Service: Palliative Care Program ⁴ | \$523,253 |
| Other Benefits for Vulnerable Populations | Senior Care Network Services, Huntington Ambulatory Care Center, Community Outreach Services, Assistance to Patients Needing Resources, Assistance with Medi-Cal Eligibility, and Donations to Non-Profit Organizations Serving the Needy | \$6,446,001 |
| Other Benefits for the Broader Community | Health Information Exchange, Nurse Navigators, Health Information and Education, Health Screenings, Community Health Fairs and Events, Support Groups, Physician Referral Services, Meeting Space for Use by Community and Groups, and Donations to Non-Profit Organizations Serving the Broader Community | \$4,863,485 |
| Health Research, Education, and Training Programs | Education and Training of Health Care Professionals and Students, Graduate Medical Education Program, Clinical Research Program, and Health Sciences Library | \$22,105,991 |
| - | SUBTOTAL, EXCLUDING MEDICARE SHORTFALL | \$67,548,772 |
| - | GRAND TOTAL | \$108,569,972 |

¹ Unreimbursed costs for the Senate Bill 697 categories - other benefits for vulnerable populations, other benefits for the broader community and health research, education and training programs - may include an hourly rate for labor (plus benefits), other expenses such as purchased services, food, supplies, other direct expenses and rooms.

² Medical care services provided to Medicare and Medi-Cal beneficiaries result in shortfalls for the hospital. The method for determining these shortfalls is based on actual costs as calculated by a cost accounting system. The costs are subtracted from the payments received from Medicare or Medi-Cal.

³ Costs are also calculated by a cost accounting system. Actual cost is subtracted from any payments received from either public or private insurance payors or patients.

⁴ Other direct service cost based on expenses associated with the activity including some hospital standard indirect expenses.

Section 7: Process for 2016 Community Health Needs Assessment

The 2010 Patient Protection and Affordable Care Act, commonly known as the Affordable Care Act (ACA), requires non-profit, tax exempt hospitals to conduct a Community Health Needs Assessment (CHNA) every three years to analyze and identify the health needs of their communities and to develop an implementation strategy to meet priority identified health needs. In addition, Senate Bill 697, Community Benefits legislation, requires California non-profit hospitals to conduct a community needs assessment every three years and prepare and adopt an annual community benefits plan, in response to identified health needs. Huntington Hospital's Executive Team is responsible for overseeing the 2016 CHNA, including the following:

- Establish an Assessment Infrastructure
- Work collaboratively with the City of Pasadena Public Health Department
- Define the purpose and the scope
- Confirm Greater Pasadena – communities of Pasadena, Altadena, South Pasadena, and San Marino – as the geographic service area for purposes of the CHNA
- Analyze secondary data for the Greater Pasadena area and/or Service Planning Area 3 – San Gabriel Valley
- Compare secondary data findings to Los Angeles County and health benchmarks known as Healthy People 2020
- Collect and analyze primary data through key informant interviews coupled with input from approximately fifty individuals representing the interests of underserved groups in the Greater Pasadena region
- Prepare/update a directory of available resources in the community to address health needs
- Identify significant community needs – by topic area – by combining the results of the secondary data analysis with the results of the community input
- Establish a group of health and social service professionals with specific clinical and community knowledge to prioritize the significant community needs identified based on criteria reflecting the hospital's mission, values, strengths, and resources
- The six highest rated areas of need were:

- Access to care
- Heart disease and stroke
- Child and adolescent health
- Mental health
- Older adults and aging
- Exercise, nutrition, and weight
- Based on the prioritization process, a Huntington Hospital CHNA workgroup and Executive Management Team determined that the four priorities for the next three years will be:
 - Access to care, with a focus on improving access to primary and specialty care services, and strengthening the continuum of care
 - Heart disease and stroke, with a focus on increasing awareness through education and patient support
 - Child and adolescent health, with a focus on providing outpatient Asthma specialty care, and addressing the effect of trauma on lifelong health
 - Older adults and aging, with a focus on supporting independence
- Prepare a three-year Implementation Strategy (2017 – 2019), including goals, strategies and programs, anticipated impact/metrics, and potential partnerships
- Board of Directors approved the 2016 CHNA and Implementation Plan in October, 2016
- Post the 2016 CHNA (including directory of community resources) and Implementation Strategy on website for public review and comments

Huntington Hospital's 2016 Community Health Needs Assessment and Implementation Strategy are available on the Healthy Pasadena website at <http://www.healthypasadena.org>

Appendix A: Community Collaborations

Huntington Hospital collaborated with the following community organizations and agencies in Fiscal Year 2016. Organizations are listed alphabetically.

- Ability First
- Altadena Guild
- Altadena Senior Center
- American Cancer Society
- American Heart Association
- American Red Cross
- American Stroke Association
- Arthritis Foundation
- Blair Health Academy
- Blair High School Culinary Arts and Hospitality Academy
- Calvary Bargain Center
- Cancer Support Community
- ChapCare
- Chinese Christian Herald Crusades
- City of Monrovia
- Club 21 Learning and Resource
- Community Center of La Canada Flintridge
- Community Women Vital Voice
- Convalescent Aid Society
- Day One
- End of Life Coalition
- First Presbyterian Church
- Flintridge Center
- Flintridge La Canada Guild
- Foothill Unity Center

- Friends In Deed
- Health Impact
- Holliston Methodist Church (Dream Church)
- Healthy Pasadena
- Holy Family Church
- Housing Works
- Huntington Health Physicians
- Huntington Medical Research Institute
- International Association for Healthcare Security and Safety
- Jackie Robinson Community Center
- Jet Propulsion Laboratory (JPL)
- Los Angeles County Arboretum and Botanic Garden Foundation
- MAPS Charities (Mission to Assist and Provide for Seniors)
- Monte Vista Grove Homes
- NAACP – Pasadena Branch
- National Charity League
- National Charity League Juniors of San Marino
- National Health Foundation
- Nursing Education College Advisory Board
- Organization for Healthcare Educators
- Pacific Clinics
- Partners in Care Foundation
- Pasadena Chamber of Commerce and Civic Association
- Pasadena Community Urgent Care
- Pasadena Educational Foundation
- Pasadena Farmers' Market
- Pasadena Fire Department
- Pasadena Jewish Temple and Center
- Pasadena Police Department
- Pasadena Presbyterian Church

- Pasadena Public Health Department
- Pasadena Public Libraries
- Pasadena Senior Center
- Pasadena Unified School District
- Passageways
- Pilgrim Towers
- Planned Parenthood of Pasadena
- Professional Child Development Association
- Regency Park
- Ronald McDonald House – Pasadena
- Rose Bowl Aquatic Center
- Rose Bowl Booster Club
- Sacred Heart Catholic Church
- Salvation Army
- San Gabriel Valley End-of-Life Care Coalition
- San Gabriel Valley Pride Inc.
- San Gabriel Valley United Ostomy Association
- San Marino Guild
- South Pasadena Senior Center
- South Pasadena YMCA
- Southern California Women's Health Summit
- St. Andrew Catholic Church
- St. Barnabas Senior Center of Los Angeles
- St. Elizabeth Catholic Church
- The Center for Aging Resources
- The Leonard Davis School of Gerontology at USC
- Union Station
- USC Family Caregiver Support
- Villa Esperanza Services
- Villa Parke Community Center

- Westminster Presbyterian Church
- Young and Healthy

Appendix B: Educational Affiliations

Huntington Hospital partnered with the following educational entities for education and training of health care professionals in Fiscal Year 2016. Organizations are listed in alphabetical order.

- Azusa Pacific University
- Biola University
- California Baptist University
- California State University – Dominguez Hills
- California State University – Fullerton
- California State University – Long Beach
- California State University – Los Angeles
- California State University – Northridge
- Cerritos College
- Chapman University
- Citrus College
- Cypress College
- El Camino College
- Emory University
- Fuller Theological Seminary School of Psychology
- Glendale Career College
- Glendale Community College
- Grand Canyon University
- Institute of Health Sciences
- Laboure College
- Loma Linda University
- Maryville University
- McCook Community College
- Metropolitan University
- Mount St. Mary's University

- Mt. San Antonio College
- Oakwood University (Loretto Heights School of Nursing)
- Occidental College
- Pasadena City College
- Saint Louis University
- Saint Xavier University
- San Joaquin Valley College
- Shepard University
- University of California – Los Angeles
- University of California – San Diego
- University of California Extension – Los Angeles
- University of San Francisco
- University of Southern California (USC)
- Vanguard University
- West Coast College
- Western Governors University
- Western University of Health Sciences
- Wilkes University